

# The Ferndale Self-Catering Holiday Flat

Ferndale, Shipton, Much Wenlock, Shropshire TF13 6LB (UK)

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**Website:** www.ferndaleflat.co.uk

**Grid reference:** SO 547905

## Access Statement

**Prepared:** 01/05/2010 **Updated:** 05/2011; 04/2012; 08/2015; 08/2020

### Introduction

The Ferndale Flat is purpose built for self-catering holidays, set in a designated Area of Outstanding Natural Beauty in the very rural Shropshire Hills and accommodating 2 or 3 plus a cot. It is centrally heated and open all year. We welcome all guests and seek to make arrangements and to offer support to those who may require assistance so that they may gain maximum enjoyment from their stay here. The owners live on the site.

### Summary

1. The Flat occupies two floors with a staircase between.
2. It is set in a rural location where the provision of public transport is negligible. Guests need to have their own transport.
3. All doors are wheelchair-friendly and most switches and sockets set at an accessible height.
4. The kitchen and its equipment may pose some problems for guests with major visual impairment. For their safety, it would be best to be accompanied.
5. The fire alarms do not have visual warnings that are activated with the audio signals. For their safety, guests with profound hearing loss should be accompanied.

### Pre-Arrival

- Communications and bookings may be made by post, phone or email (both directly and via the website)
- The website is un-fussy but not yet flexible enough to allow fonts to be enlarged or colours to be changed
- The website has not been tested against the W3Cs Bobby programme or PAS 78
- The website contains floor plans and photographs of the interior. These are also available by post. This access statement is available on the website, by email or by post
- Guests are sent details and directions to the Flat
- Public transport in the area is negligible. Guests need to have their own transport
- The nearest towns (Much Wenlock, Bridgnorth, Ludlow, Church Stretton) are each about 10 miles distant
- The nearest railway station is at Craven Arms (about 9 miles)
- We are unable to offer a collection service for guests (because of insurance restrictions)
- Guests may arrange the delivery of provisions via Tesco ([www.tesco.com](http://www.tesco.com)), Sainsbury's ([www.sainsbury.com](http://www.sainsbury.com)) or Waitrose ([www.waitrose.com](http://www.waitrose.com)) who offer delivery services in the area
- The nearest shop is within about 5 miles at Aston Munslow
- Radar toilets are available in Ludlow, Church Stretton and Much Wenlock
- Several taxi firms operate in the area but our remoteness makes them very expensive
- Guests who wish to travel by train and hire a car at Telford or Shrewsbury can be met at either station by Enterprise Car Hire
- The Flat is on two floors, separated by a staircase.
- Guests with mobility difficulties may find the stairs and kitchen problematic although access to the Flat is level and all the doorways are wheelchair-friendly (other than the doorway to the balcony which has a raised threshold of 25 mm (1")).
- Guests with visual impairment may find the kitchen and its equipment problematic. For their safety, it would be best to be accompanied.
- Guests with hearing impairment should note that the fire alarms do not have visual warnings that are activated with the audio warnings. For their safety, it would be best to be accompanied
- All cleaning materials used in the Flat are bio-friendly

### Arrival & Car Parking Facilities

- The approach to the Flat is via an uphill gravel drive, leading to a level, slabbed area to enable guests to alight from their cars, close to the door to the Flat
- The slabbed area is level with the door to the Flat. There are no steps or ramps and the threshold is level
- Private car parking spaces are available close to the Flat
- There are automatic lights outside the Flat
- The owners' house is on the same site and, by prior arrangement, they can be available to assist with arrivals
- The key to the Flat is located in a key safe at the side of the door. Details are sent to guests in advance. Guests who may find the keypad problematic are invited to make prior arrangements for the owners to be available to hand over the key

### Main Entrance

- The entrance to the Flat is via an inward-opening wheelchair-friendly door (width: 840 mm; 2' 9") with a level threshold
- The hallway floor is of ceramic tiles
- A thin doormat produces no hazard
- The low energy lighting is uniform
- Light switches are at a wheelchair friendly height (800 mm; 2' 7")
- A thermostatically-controlled radiator is on the left-hand wall
- A dry powder fire extinguisher is located on the wall to the left of the main door when exiting
- Carpeted stairs with a handrail on the right hand side lead up to the living room/kitchen and bedroom
- There are 11 steps in the staircase, each with a rise of 200 mm (8") and an anti-clockwise turn near the top where the last 4 treads are tapered.

- A stair gate is available to prevent young children from falling downstairs
- The balustrades and handrail to the staircase are child-friendly
- The lighting on the stairs is brighter than elsewhere
- An automatic safety light illuminates the stairs at night in the event of a power failure
- The bathroom leads off the hallway
- A chair is in the hallway to ease shoe-changing
- There is a ceiling-mounted smoke alarm which is linked with the three other smoke alarms in the Flat
- A wall-mounted map shows the area for several miles around the Flat
- The main door is also the main exit. It is opened by pulling the lever on the Ingersoll lock inwards and the mortice lock handle downwards.
- The owners are available to assist guests and familiarise them with the flat, by prior arrangement

### Sitting room

- The sitting room area of the Flat contains a three-seater settee, easy chair, 4 x coffee tables and a sideboard
- The floor area is 5 m x 3.75m (16' 5" x 12' 4")
- The flooring is oak with a large rug
- There is a TV, DVD player and radio/CD player each with remote controls
- There are low-energy ceiling lights throughout the sitting and kitchen areas, controlled by wall switches
- The sitting area light switch is located to the right of the door to the bedroom
- In addition to the ceiling lights, there are three table lamps with low energy bulbs and individual switches
- Five baskets under the coffee tables contain magazines, local tourist information, books and some games
- The sideboard houses crockery, glasses, table cutlery, table mats, the emergency wind-up torch and lamp
- A wheelchair-friendly door (width: 840 mm; 2' 9") leads to the bedroom
- The ceilings along the long sides of the room slope but the main areas of the room are not restricted
- There is a ceiling-mounted smoke alarm which is linked with the three other smoke alarms in the Flat
- There are five Velux roof windows in the sloping ceilings, each with a blind and a ventilation slot
- There are three radiators; the two on the long wall are thermostatically controlled
- A window pole is available in the cupboard to the right of the stairs to enable guests to reach the windows or the blinds.

### Dining Area

- The dining area of the Flat is to the left of the kitchen
- There is a table (size: 1 m x 1.5 m; 3' 3" x 4' 11") and three chairs
- A separate low-energy ceiling light illuminates the table when required
- A free wireless broadband router is located next to the power point near to the dining table
- A cupboard at the end of the dining area contains a vacuum cleaner, window pole, iron and ironing board and some cleaning materials
- A window pole is available in the cupboard to the right of the stairs to enable guests to reach the windows or the blinds.

### Bedroom

- The door (width: 840 mm; 2' 9") to the bedroom opens inwards
- The bedroom contains a 1.37 m (4' 6") double bed
- An extra single 900 mm (3') bed and a cot are available on request
- The room measures 5 m x 3.35 m (16.5' x 11')
- The sheets are cotton and the pillows and duvets are feather or down-filled and cotton covered.
- Guests are advised in advance about these materials.
- The pillows have protectors which reduce allergic reactions to the feathers
- The duvet can have an allergy-reducing protector fitted, on request
- In severe cases of feather/down allergy, guests are advised to bring their own bedding.
- Access is available on either side of the double bed, sufficient for a wheelchair
- Bedside lamps with individual switches have low energy bulbs
- The ceiling lights are low energy and controlled by two-way switches at the door and at the bedside
- The bedroom has an easy chair, two other chairs, a dressing table and a free-standing mirror
- The floor is carpeted
- A pair of doors open outwards (one handle; a clockwise turn to open) to the balcony
- The threshold to the balcony doors involves a step of 25 mm (1")
- A built-in wardrobe (folding doors) also contains a set of drawers for clothing etc
- Light switches and power points are at a wheelchair-friendly height
- A radiator with thermostatic valve is located on the wall to the left of the door
- There are two Velux roof windows in the sloping ceiling opposite the bed, each with black-out blinds and ventilation slots.
- A window pole is available in the cupboard to the right of the stairs to enable guests to reach the windows or the blinds.
- There are two windows alongside the glazed doors to the balcony
- A pair of long curtains may be drawn across both windows and doors
- There is a ceiling-mounted smoke alarm which is linked with the three other smoke alarms in the Flat

### The Balcony

- Access to the balcony is via the glazed doors at the end of the bedroom
- The right-hand door is opened by turning the handle clockwise, then the left-hand door may be opened by turning the knobs at the top and the bottom
- The balustrades and handrail to the balcony are child-friendly
- The balcony contains a table and three chairs
- Cushions for the chairs are stored in the wardrobe
- There are two external lights with switches on the bedroom wall

## Bathroom

- The private bathroom is downstairs and contains a bath, WC, handbasin and walk-in shower
- The main part of the bathroom measures 2.57 m x 1.83 m (8' 4" x 6')
- The flooring is ceramic tile
- The door to the bathroom is outward-opening (width: 840 mm; 2' 9")
- The ceiling lights have low energy bulbs and are controlled by a cord pull switch to the right of the door
- A light over the mirror (over the sink) is operated by a cord pull-switch. This light incorporates a dual-voltage shaver point
- The unobstructed floor space measures 1.8 m x 1.25 m (6' x 4' 1")
- A horizontal support rail is on the wall on the left-hand side of the bath
- There is a support rail on the back wall of the shower
- The shower is to the left on entering the bathroom; next is the bath with taps at the far end; to the right of the bath is the WC and then the sink
- One towel rail is to the right, alongside the sink, attached to the central heating radiator. A second rail is on the wall at the foot of the bath.
- There is no alarm system in the bathroom
- The shower base is at floor level with one thermostatic control and an adjustable shower head for height and angle of spray
- Access to the shower is via an inwardly folding glass door (pushed from the centre)
- The bath is at standard height with separate hot and cold taps and entered from the right
- The WC is standard height (400 mm; 16") with no support rails
- The wash basin (height 800 mm; 32") has separate hot and cold taps
- The taps to the bath and to the sink are sufficiently large to facilitate use
- To the right of the sink is a glass shelf for toiletries etc
- A valve on the hot water system ensures a safe water temperature in the bath and sink
- A radiator and separate thermostatic valve is located on the wall opposite the bath
- There is a wicker chair
- All cleaning materials used in the flat are bio-friendly
- A cupboard under the stairs to the right of the doorway is kept locked

## Kitchen

- The kitchen area is reached first from the staircase
- It is L-shaped with the sink, fridge and washing machine on the right and the cooker straight ahead
- The flooring is oak
- The sink has a mixer tap and draining board
- A notice above the sink warns that the water here can be very hot (as it is heated by the solar panels and not controlled by a safety valve).
- The fridge has a small freezer compartment at the top; the fridge door opens to the left and the freezer compartment has a door that opens to the right
- The cooker has four hot plates, a grill in the upper section (drop down door) and an oven below (door open to the right)
- The worktop height is 900 mm (3 feet)
- The power points above the worktop are set higher than elsewhere in the Flat
- The cupboard below the sink contains two bins for recycling
- A freestanding bin to the right is for non-recyclable rubbish
- A tea towel and a hand towel are located on the left-hand stair-post, by the washing machine
- The cupboard in the corner has a revolving unit carrying pans and other cooking equipment
- The cupboard to the right of the cooker contains bowls, jugs and other items
- The top three drawers to the left of the cooker contain cooking utensils
- The bottom drawer holds a sewing kit, first aid kit and shoe cleaning kit, spare plastic bags for the waste bins, foil for lining the grill pan, a spare tea towel and an apron
- Open shelves at the end of the unit house the bread bin and containers of tea, coffee, hot chocolate, sugar, teapot and cafetiere
- On the worktop on the right are the kettle and toaster (over the washing machine); washing-up utensils (to the right of the sink); the draining board with draining rack and cutlery basket; a bottle of olive oil (to the left of the sink); a block of knives, a container of kitchen utensils and a microwave oven
- Cutlery and table mats for the table and crockery and glasses are in the sideboard at the far left-hand end of the sitting area
- A fire blanket is mounted on the wall to the right of the washing machine.
- Switches for the lights (stairs and kitchen area), controls for the heating system and the switch for the extract fan are mounted on the wall to the right of the washing machine.
- All cleaning materials used in the flat are bio-friendly

## Grounds and Gardens

- The grounds of Ferndale are open to guests
- There are seven acres of garden, woodland and sheep grazing
- An uneven grass path leads up sloping ground towards a viewpoint
- There is a bench seat at the viewpoint
- Most of the terrain is gravel and grass, often uneven and sloping
- The owners' cat has the freedom of the grounds
- The owners' chickens live in a large pen and hen-house
- A field at the bottom of the drive is let to the neighbouring farmer and often houses sheep
- Assistance dogs are welcome but must be kept under strict control because of the animals in the grounds

## Additional Information

- Bins for recycling items and for general rubbish are located at the back of the first bay of the garage.
- The four fire alarms, including one on the ceiling of the central bay of the garage, are inter-linked so that all sound simultaneously. They do not incorporate a visual warning.
- A fire blanket is located in the kitchen area and a dry powder fire extinguisher is in the hallway
- The main door on the ground floor is the emergency exit but if this is not possible, escape to the balcony is recommended
- Smoking is not permitted in the Flat or in the grounds
- Candles, tea lights, fireworks and barbecues are not allowed
- Assistance dogs are welcome, subject to their being kept under full control at all times.

- No other pets are permitted
- The Flat has one bedroom so it is not possible to separately accommodate carers
- Medicines may be stored in the fridge in the kitchen area
- The owners are happy to give assistance when required

**Future Plans**

- To install a light over the sink to improve visibility
- To note and implement where possible the suggestions of guests

**Contact Telephone and Email Address :**

**We welcome guests' feedback to help us continually improve. If you have any comments please phone 01584 841649 or email [enquiries@ferndaleflat.co.uk](mailto:enquiries@ferndaleflat.co.uk)**

Improvements to date, following guests' comments, have been to provide a second tea towel and a hand towel in the kitchen, a cutlery rack on the draining board, a wicker chair in the bathroom, glass doors to the shower (replacing a shower curtain) a thermostatic control on the bathroom radiator and brighter table lamps in the sitting area.

*Wendy Brogden*

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